

**DEPARTMENT OF ENVIRONMENTAL SERVICES
ADMINISTRATIVE OPERATING PROCEDURES**

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**DEPARTMENT OF ENVIRONMENTAL SERVICES
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RESIDENTIAL COLLECTIONS**

I. General Procedures

Fauquier County facilities accept municipal solid waste and recycling materials from Fauquier County residents and farms in compliance with facility permits, State and Federal regulations, local ordinance, and administrative policies.

Material acceptance as ‘residential waste’ is based on an honor system as indicated by customers. No quantity limits are placed on residential customers delivering material by passenger vehicle.

Other than specifically listed materials, residential wastes are charged to the General Fund and not charged a fee (surcharge) to the resident delivering the materials.

Hazardous waste from farms and businesses is not permitted at Fauquier County facilities and shall not be accepted.

Commercial vehicles may be used at residential collection facilities to drop-off self-generated household wastes, and moderate quantities of recyclable materials from household and business. While a special exception permit (with fee waived) is not required, it is encouraged to reduce the need to provide identification.

All yard waste/brush shall be separated and delivered directly to the Corral Farm Bulk Recycling site only, this material is not accepted at other locations.

At no time shall loads be “tied off” to be unloaded.

All persons and vehicle enter the facility at their own risk.

Fauquier County assumes no liability for damages to vehicles or injuries to individuals utilizing the facility. Report any accident immediately to Fauquier County staff.

All construction/demolition materials shall be separated and delivered to Corral Farm facilities only to be recycled to the extent possible. This material is not accepted at other locations.

Valid Fauquier County identification showing proof of residence is required for disposal and shall be shown to assigned Fauquier County staff upon request.

For residential safety, please adhere to the following safety guidelines:

- a. Operate vehicles in a safe manner
- b. No scavenging or removal of items
- c. Comply to all rules and regulations
- d. No Loitering

Residential/Farm Vehicles

Vehicle Type	Quantity Limits
Pickup Trucks with/without trailers	2 loads/month; commercial rates apply for additional loads
Dump & stake body trucks	2 loads/month; commercial rates apply for additional loads

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(limited to under 1-ton)	
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II. Operating Hours:

For current operation hours, residents may call the Environmental Services office or visit the department website at: <http://www.fauquiercounty.gov/government/departments/environmental>

Holiday Closures:

Residential collection facilities will be closed on the following holidays:

- New Year's Day
- Independence Day
- Half Day on Christmas Eve
- Easter Sunday
- Labor Day
- Christmas Day
- Memorial Day
- Thanksgiving Day

III. Inclement Weather:

In cases of severe weather, residential collection facilities may have delayed openings, early closure or complete closures. Generally, Corral Farm facilities are maintained first to allow opening as soon as possible to be followed by outlying collection sites. Sites will only open when determined to be safe. To maintain safe operating conditions, certain sites (Marshall, New Baltimore, and Markham) will only be open for a short time period without electricity to operate compactors.

Residents can receive updates concerning inclement weather status:

1. Call **(540) 422-8840** for a recorded message.
2. Visit the Department of Environmental Services webpage at - <http://www.fauquiercounty.gov/government/departments/environmental>
3. Sign up for eNotifications through the County webpage at www.fauquiercounty.gov to receive messages via email and/or text messages. On the bottom of the County homepage select eNotifications and sign up "Emergency Landfill and Convenience Site Closing Notices".
4. "Like" us on Facebook at Fauquier Recycles.

IV. Recyclable Materials

Collected recyclable materials will be sold by competitive bidding at current market prices for that commodity.

Upon written request by a resident, the Director of Environmental Services may authorize the occasional reuse of collected materials without charging the user (examples: drums, tires, glass, cardboard, etc.).

All ongoing uses of recyclable materials requires payment at current market prices for that commodity and associated delivery and container fees as applicable. Any non-County collection containers are subject to approval by the Director of Environmental Services.

Upon determination by the Director of Environmental Services that profitable commodity markets exist, businesses may deliver separated recyclable materials to residential collection facilities with fees waived.

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Removal of materials (scavenging) of materials is not permitted at any time.

COMMERCIAL CUSTOMERS

I. General Procedures

Commercial customers delivering municipal solid wastes to Corral Farm are restricted to waste streams generated within Fauquier County. Commercial customers delivering construction and demolition waste streams to the C&D Recycling Facility for processing to recover recyclables may deliver materials from outside Fauquier County.

Commercial vehicles may be used at residential collection facilities to drop-off self-generated household wastes, and moderate quantities of recyclable materials from household and business. While a special exception permit (no fee) is not required, it is encouraged to reduce the need to provide identification.

Landlords: Other than tenant-generated household waste disposal, waste from rental properties is subject to commercial charges.

II. Corral Farm Operating Hours:

For current operation hours, customers may call the Environmental Services office or visit the department website at: <http://www.fauquiercounty.gov/government/departments/environmental>.

Vehicles entering the facility should arrive with enough time to cross the scales and dispose of waste prior to closing time. Vehicles arriving without sufficient time to offload may not be allowed access.

III. Corral Farm Holiday Closures:

Corral Farm facilities will be closed on the following holidays:

- New Year's Day
- Independence Day
- Half Day on Christmas Eve
- Easter Sunday
- Labor Day
- Christmas Day
- Memorial Day
- Thanksgiving Day

IV. Inclement Weather:

In cases of severe weather, facilities may have delayed openings, early closure or complete closures. Businesses can receive updates concerning inclement weather status:

1. Call (540) 422-8840 for a recorded message.
2. Visit the Department of Environmental Services webpage at - <http://www.fauquiercounty.gov/government/departments/environmental>
3. Sign up for eNotifications through the County webpage at www.fauquiercounty.gov to receive messages via email and/or text messages. On the bottom of the County homepage select eNotifications and sign up "Emergency Landfill and Convenience Site Closing Notices".

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V. Small Business Recycling:

Small businesses may deliver recyclable material to Fauquier County with the understanding that tipping fees will be waived contingent on adequate recycling markets. As markets change continuously, the recycling fee waiver may change without prior notice. In order to accept recyclables they must be separated by commodity with no waste included. Recycling privileges may be revoked if loads are contaminated. Small quantities of separated recyclables (2-3 bags, household quantities) may be delivered to the Fauquier County Collection Sites (due to the nature of the remote sites, only smaller vehicles are allowed) with a Small Business Recycling Permit. For large loads of separated recyclables, businesses must purchase a permit for each vehicle and cross the scales for tracking purposes, delivering loads directly to the Recycling Processing Center.

VI. Account Establishment:

A current, valid account and truck permits are required before commercial waste can be accepted at Corral Farm facilities.

Establishing an account to utilize this facility accounts requires:

1. [Current Notarized Agreement](#)
2. Valid Landfill Vehicle Permits
3. [Approved Credit Application](#) (for credit accounts)

It is the responsibility of account holder to notify the Environmental Services office in writing of any changes/updates to the account, such as billing address, vehicle information and contact information.

VII. Cash Accounts:

For cash accounts, payment via cash or check must be paid at the time of each transaction. If payment is not made at the time of the transaction, the Sheriff's Office will be notified immediately and the matter referred to the County Attorney for collection. Credit and debit cards are not accepted at the Corral Farm facility.

VIII. Credit Accounts:

Fauquier County may extend credit, at its discretion, to certain customers after a credit application has been completed. The Department of Environmental Services will review the credit history of each applicant. Credit limits are approved by the Accounting Manager and Director. Accounts that exceed their credit limit will automatically become "Cash Customers" until further notice by the Accounting Manager and Director.

A monthly billing statement will be sent to a credit account. To keep the account in good standing, payment of current charges shall be received prior to the last business day of the month. The specific date and payment time is printed on the bottom of the statement.

Past due accounts are sent to the County Attorney for collection and automatically become a "Cash Customer". If an account is sent to the County Attorney for collection, a 10% penalty will be added to the total account balance.

Credit may be revoked at any time without notice.

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IX. Transaction Tickets:

As vehicles cross the scales a ticket is created. The ticket that is created is the invoice for that particular load of waste.

The account holder has a maximum of 90 days after the transaction date to request the County to review a transaction for corrections. After 90 days, charges are final and shall not be adjusted.

X. No Outbound Weight:

If a vehicle does not weigh out when required, the customer will be charged based on the fee schedule in use when the scale system is inoperable.

XI. Landfill Permits:

All vehicles delivering commercial waste materials to Corral Farm facilities are required to have an assigned landfill permit affixed to the vehicle. Only small quantity/small businesses may apply for transferable permit. Applications for transferable permits will be reviewed and approved by the Department. Vehicles bigger than a one-ton pickup must have the permit affixed to the vehicle. The scale attendant must be able to read the permit on both sides of the vehicle as the vehicle crosses the scales to process the transaction.

Permits can be purchased by cash or check at the Environmental Services Office with submission of the properly completed forms. It is the account holder's responsibility to notify the Environmental Services office of any changes to vehicle information or permit status.

XII. Purchasing a New Permit:

To register a vehicle, a completed form and vehicle registration along with appropriate payment is submitted for that vehicle. Registration forms are processed at the office during regular business hours.

XIII. Replacing an Existing Permit:

To replace a permit sticker due to vehicle repair or other such event, a replacement vehicle registration form must be completed noting which permit number is being replaced. Registration forms will be processed at the office during regular business hours. Fee may be waived if permit replacement is requested by Fauquier County staff and authorized by the Environmental Services Director or Accounting Manager.

XIV. Yearly Permit Renewal:

All vehicle permits are valid from time of purchase to January 15th of the following year. Each fall a permit renewal packet will be mailed to each account that has a currently valid permit(s).

XV. Assigned Tare Weights:

TARE weights are calculated empty truck and container averages and are therefore not exact. For an accurate weight, Fauquier County recommends that account holders weigh in and out for each transaction. Any account holder may request to store a TARE weight if the truck meets the assignment criteria. They may also request to remove a stored TARE weight at any time. An account representative must request in writing to have a TARE weight stored or removed from the system. TARE weights may be available to accounts for trucks/containers utilizing the Corral Farm facility a minimum 3 times per week or 5 times per two-week period. A truck must

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weigh in and out a minimum of 3 times with a maximum 'empty truck' variance of 1.5% to have a TARE weight assignment be considered by the Director of Environmental Services.

Random TARE weight inspections will be done throughout the year with each vehicle being recertified every two years. Tare weight certification and recertification is subject to the approval of the Director of Environmental Services. Fauquier County retains the right to remove a stored TARE weight at any time without notice.

Vehicles with transferable permits must weigh in upon entering and exiting the facility. No tare weights shall be assigned to these permits.

XVI. Waste Inspections:

Waste inspections are required by regulation on commercial waste deliveries for unauthorized wastes. Any vehicle disposing of unauthorized/inappropriate waste or misrepresenting what the load contains may receive an alternative disposal rate and the account charged a minimum \$10 administrative fee. Drivers are given the option to witness any load inspection.

XVII. Fee Schedule Changes:

Disposal fees may be updated at any time during the year. Advance notice will be provided to accounts at least 60 days prior. Please visit the Fauquier County Environmental Services website or call the office during regular business hours for a copy of the current fee schedule.

XVIII. General On-Site Procedures:

1. For safety reasons, it is recommended that commercial drivers and passengers wear safety vests or equivalent clothing while out of their vehicles.
2. All individuals entering the facility must conduct themselves in a professional manner and follow the oral and written instructions of County staff.
3. No loitering.
4. The speed limit on the facility is a maximum of 15 MPH. Drivers must exercise reasonable care while using the landfill, including adjusting their driving behavior and speed in accordance with prevailing driving conditions. Extra caution and lower speeds are required near the scale house, operators, equipment, smaller vehicles, at all intersections, and other locations when visibility is low.
5. All commercial vehicles are subject to waste inspections. Drivers signing the Waste Inspection form are not agreeing to violation, only whether they witnessed the inspection.
6. All commercial vehicles must pass through the scales prior to disposing of waste, enter and exit the scales slowly and stop smoothly to prevent damage to the scale equipment, and state the ORIGIN and TYPE OF MATERIAL of waste to be disposed. Drivers that do not receive a transaction ticket upon entering the scales must cross the scales prior to leaving the facility.
7. All disabled vehicles must display approved warning devices. Drivers must remain with the vehicles. Any abandoned vehicle will be towed at the owner's expense.
8. Tailgates are not to be unlatched at the scale area. Tailgates are to be opened and closed only at the disposal area unless otherwise instructed.

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9. The tilting of containers prior to disposal is prohibited. Containers are only to be tilted at the unloading area.
10. All loads must be covered during transport. Covers may only be removed immediately adjacent to the unloading area.
11. Drivers are responsible for off-loading. At no time shall loads be “tied off” to be unloaded.
12. Alcoholic beverages and illegal drugs are prohibited at this facility.
13. Smoking outside a commercial vehicle at the Corral Farm facility is prohibited.
14. All persons and vehicles enter the facility at their own risk.
15. Fauquier County assumes no liability for damages to vehicles or injuries to individuals on this facility. Report any accident immediately to Fauquier County staff.
16. Use of this facility is limited to active commercial accounts with valid permits, Fauquier County residents, and government agencies.
17. The County reserves the right to immediately suspend disposal privileges for any of the following:
 - a. Operating vehicles in an unsafe manner.
 - b. Salvaging and/or removing items.
 - c. Failing to comply with the rules and regulations of the Corral Farm facility.
 - d. Providing incorrect information about the origin or type of waste being disposed.
18. Fauquier County reserves the right to change or modify these rules without written notice.

XIX. Revenue and Write-off Policy

A. Background

To ensure strong fiscal management practices, proper control over revenues are imperative in determining budget, forecasting, reconciliation, accounts receivable management and general oversight over revenues received by the Department of Environmental Services. The Revenue and Write-off Policy has been developed in coordination with the Treasurer’s Office, Department of Finance, and County Attorney’s Office.

B. Internal Controls

All aspects of revenue recordation and cash receipts shall be subject to proper internal controls with standard controls documented and followed by Environmental Services staff.

C. Accounts Receivable Collections

1. Customer Statements

- a. Statements are mailed to accounts at the beginning of the month for the previous month’s tickets. Statements are not sent if the total due is less than \$5.00.
- b. A 0.84% Monthly Late Fee is charged to any amount 30 days late and over \$20.00 (10% annually).
- c. The accountholder has 90 days from the date of transaction to dispute any charges.
- d. Payments are due by 9 a.m. on the last business day of each month. Revenues from Bright will be entered into WasteWORKS each day based on the prior day’s receipts.

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- e. Account payments shall be reconciled between the Treasurer's Office (Bright) and the WasteWORKS system prior to running monthly statements.
- f. Account charges shall be reconciled between Bright and WasteWORKS every month. The reconciliation will be completed by the 30th of each month.
- g. Any adjustments performed to accounts after statements have been downloaded to Bright must be performed in both WasteWORKS and Bright to keep both systems balanced.

2. Credit Balances

Credit balances older than 12 months must be sent to the State as escheat property. Each year the Environmental Services Accounting Manager will coordinate with the Treasurer's Office to ensure that the Treasurer's Office has escheat information. The Environmental Services Accounting Manager will coordinate the write-off in WasteWORKS and Bright for the escheat property sent to the State.

3. Delinquent Accounts

Accounts over \$20 that are past 60 days past due (within the 60-90 day window in WasteWORKS) will be sent a delinquent letter the first of the month, that state the Accountholders have until the last business day of the month to pay in full or establish a payment plan.

Any accounts from the above list that have not been paid by mid-month will receive another reminder letter. That reminder letter will contain a notice that the account will become "Cash Only" at the scales if not paid in full or a plan is not established by the end of the month. The notice will also advise that any delinquent amounts will be sent to the County Attorney for collection.

Accounts with balances between \$20 - \$99.99 will be sent to the County Attorney's Office for collection if they have not paid or established a payment plan by the end of the month (over 90 days). The County Attorney's Office will send a collection letter to the customers. Accounts sent to the County Attorney will have their credit revoked and become "Cash Customers". Once credit is revoked it will be at least one year after paying current when the account can re-apply for credit. Warrants in debt will not be filed for accounts owing less than \$99.99.

Accounts over \$100 will be sent to the County Attorney's Office to seek collection judgments. Accounts sent to the County Attorney will have their credit revoked and become "Cash Customers". Once credit is revoked it will be at least one year after paying current when the account can re-apply for credit.

When the affidavit is sent to the County Attorney's Office the 0.84% interest will be turned off for the account in WasteWORKS. Upon receipt of the judgment, the account will be updated to reflect a one-time penalty of 10%. Interest will calculate at 10% per annum or 0.84% per month. The monthly interest will be calculated and tracked on a spreadsheet; and updated into WasteWORKS and Bright prior to June 30th each year.

Once a judgment is received from the County Attorney's Office, Environmental Services will discontinue sending statements. If a payment plan is developed, Environmental Services will resume monthly billings.

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4. Delinquent Customer Accounts Conversion for Credit to Cash Only

At the beginning of the month that an account becomes 60 days past due, applicable customers will be sent a letter by the Department of Environmental Services informing them that their account is over 60 days delinquent and payment must be received or a payment plan established by the end of the month or their accounts will become a "Cash Customer" account and the delinquent amount will be submitted to the County Attorney Office for collection. The letter will also state that once their credit is revoked it will be at least one year before they can re-apply for credit.

At the mid-month point of each month, the Accounting Manager will check the status of who has not paid. For those who have not paid or established a plan they will receive another letter reminding them again about becoming a "Cash Only" account and that the account will be submitted sent to the County Attorney's Office for collection.

At the end of the month for those who have not paid or established a plan their credit is revoked and the account is converted to a "Cash Customer" account. The Environmental Services Accounting Manager updates the account in WasteWorks so that all future tickets are "CASH" not "CHARGE" and a notice will appear on the scale house register whenever a scale house attendant enters a ticket for a "Cash Customer" which will identify the account as a "Cash Only" account. At this point the account is at the 90 day window on the WasteWORKS report.

5. Credit Memo Approvals

- a. \$0-\$100 Approved by Environmental Services Accounting Manager
- b. \$101-\$500 Approved by Director of Environmental Services
- c. \$500+ Approved by County Administrator

6. Write-off Approvals

- a. Accounts under \$20 Approved by Environmental Services Accounting Manager
- b. Summary of Write-off accounts will be prepared annually for County Administrator approval
- c. Accounts discharged by bankruptcy, business no longer exists or the individual is deceased
- d. Accounts over 3 years old with no written agreement and no activity.
- e. Accounts over 5 years old with a written agreement and no activity.
- f. Accounts over 20 years old with a judgment

For any accounts written off, customer information will be retained for as long as practical so that collection of delinquent balances is possible should the opportunity present itself and collection is appropriate.

7. Financial Reporting

The Environmental Services Accounting Manager will ensure that all write-offs are reflected in the WasteWORKS report prior to May 31 of each year.

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The Environmental Services Accounting Manager will coordinate with the Finance Director the June 30 Accounts Receivable balances to be used to calculate the Allowance for Doubtful Accounts percentage.

The Finance Director will ensure that the Accounts Receivable and Allowance for Doubtful Accounts are properly reflected in the Landfill Financial Statements with an annual journal entry to reflect accounts receivable, bad debt accounts and Allowance for Doubtful Accounts.

At least annually the Finance Director will review the write-off accounts with the Environmental Services Accounting Manager.

XX. Fee Waiver Procedures

1. Non-profit Organizations

The Department of Environmental Services may approve fee waivers for non-profit organizations per the following guidelines. For fee waivers to be considered, non-profit organizations must separate, collect, and deliver to Fauquier County the following recyclables: scrap metal, cardboard, mixed paper, plastic, metal, glass, and other recyclables if the County determines markets are in place. These recyclables are banned from disposal in the landfill by non-profit organizations that are the subject of the fee waiver.

The non-profit organization must submit a written request for a fee waiver to the Department of Environmental Services no later than two weeks prior to an event. The non-profit organization must be a 501c3 organization, complete a landfill agreement, open an account for charges that exceed the fee waiver limit, and complete a credit application. The maximum fee waiver amount is \$500 annually per organization.

Fee waivers shall be in accordance with Code of Virginia § 15.2-953.

Other Fauquier County funding or service support will not be considered as part of a fee waiver request. Collected wastes and recyclable materials must be delivered within 1 week after the event. The Fauquier County General Fund will be charged for waste disposal associated with a fee waiver up to the maximum amount of \$500.

2. Fee Waivers exceeding the approved budget are subject to County Administration approval.
3. 2nd Generation Charity Donations: Charities may receive a waiver for up to the monthly tonnage removed from 2nd Generation at the regular commercial tipping fee to compensate any direct disposal fees in addition to the yearly waiver amount.
4. A yearly fee waiver budget will be submitted in the County budget process.